

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF A HYBRID MEETING HELD ON MONDAY, 3 MARCH 2025 @ 3.00 pm

Present: Jennifer Hobbs-Hurrell (Chair), Caroline Adeagbo, Judy Berkowicz, Ruth Diamond, Karen Kent, Harold Moth, Lynn Murcutt, Graham Sturt, Adele Trainis, Francine Warren, Andrew Watson

Apologies: Natasha Taylor, Denise Ingamells.

No	Item	Action
1	<p><u>Welcome & Apologies for Absence</u> The Chair welcomed everyone noting apologies as listed above.</p>	
2	<p><u>Minutes of the last meeting</u> Were accepted.</p>	
3	<p><u>Matters arising from previous meeting</u></p> <p><u>Item 3 - premises</u> The three rooms continue to be used for telephone consultations, documentation has been submitted for change of use to face to face consultations.</p> <p><u>Item 3 - accessibility</u> It has not been possible to reposition the computer screens but staff will stand up when speaking to a wheelchair user. Disability access training has been held and an easy read booklet is planned for patients.</p> <p><u>Item 6 – letter to Wes Streeting MP</u> The Chair posted a letter to Wes Streeting as suggested at the last meeting. As no reply had been received a follow up email has been sent attaching the original letter.</p> <p><u>Item 7 - community diagnostic/treatment centres</u> AW confirmed that referrals have been made for endoscopies but not ophthalmic services as these referrals are not made by GPs. It seems to be a quicker referral procedure. The Chair asked that members gather any feedback and report back to next meeting. JB said a friend had cataract surgery successfully completed at CHEC. RD reported that she has recently been referred for a scan with the option of Manford Way or Dagenham – she chose Dagenham as it offered the shortest wait time (2 weeks).</p>	ALL
4	<p><u>Practice Manager’s Report</u></p> <p><u>Staffing -</u> currently recruiting for an administrator/receptionist</p> <p><u>Appointments 1/2/25 – 28/2/25</u> Appointments Offered 6542 Appointments Booked 5178 Did Not Attend 679</p> <p><u>Complaints</u> 2 complaints being investigated – 1 regarding information on medical</p>	

	<p>record and 1 concerning shared care</p> <p><u>Immunisations</u></p> <p>DTap 89% (Babies Diphtheria, Tetanus, Polio)</p> <p>MMR 77%</p> <p>Pre-School 68% (3 year 4 months)</p> <p>Shingles 76%</p> <p>Flu 65+ 73%</p> <p>Flu under 65 48%</p> <p><u>Premises</u></p> <p>As previously notified a heat pump is due to be installed.</p> <p>The Chair asked if clinicians checked childhood immunisations when seeing children for other medical issues. AW said that a red flag is displayed on computer to alert clinician if immunisations have not been completed and this will be raised with parent but there is a cohort of parents that are resistant to having their children vaccinated.</p>	
5	<p><u>Any Other Business</u></p> <p>Members raised the following matters:-</p> <p><u>New GP contract</u> – AW confirmed that this is still in draft but looks positive for the practice.</p> <p><u>Availability of appointments</u> – several members said that they had been very impressed with the availability of same day appointments. One member did say she had to wait ten days for a non-urgent advance appointment – however the issue became urgent within that time frame so she was then given a same day appointment. AW confirmed that the target is 2 weeks for a non-urgent appointment but it is rare to have to wait that long. 90% of appointments are same day. Routine diabetic consultations may be a four week wait.</p> <p>The Prescription Manager was complimented for excellent service by a member and another member praised the recent support he had received from the practice.</p>	
6	<p><u>Date of Next PPG Meeting</u></p> <p>(Hybrid Meeting to be held virtually over Zoom plus option to attend at FXMC) - Monday, 28 April 2025 at 3.00 pm</p>	ALL